

E-01345A-16-0123

E-01345A-16-0036

ORIGINAL

Arizona Corporation Commission
Utilities Complaint Form



0000181646

Investigator: Roxanne Best

Phone: <<< REDACTED >>>

Opinion Date: 7/28/2017

Opinion Number: 2017 - 143065

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 7/28/2017 2:39 PM

First Name: Charlene

Last Name: Hansen

Account Name: Charlene Hansen

Address:

City:

State:

Zip Code:

Home: <<< REDACTED >>>

Company: Arizona Public Service Company

Division: Electric

Nature Of Opinion

Docket Number: E-01345A-16-0123

Docket Position: Against

*****REFERRAL FROM COMMISSIONER BURNS OFFICE*****

Customer can't get through to APS always has a hold for 45 minutes or longer. Customer refuses to use call back feature, wants to speak to someone right now. Has lived here 18 years and has never seen so many taxes. Customer got a bill for \$285.55 and is livid. No other state charges so much for every little thing. Just upset with people in the ACC Commissioner's. When Commissioner Little was voted in he promised no raises for APS. Never had to pay all this extra in Upstate New York. Delivery Charge for \$47.95! Did have smart meter taken out for health issues. 'I just don't know how you can do this, especially seniors who should have a discount to give them a break on a tight budget.'

Investigation

Date:

Analyst:

Submitted By:

Type:

7/28/2017

Roxanne Best

Telephone

Investigation

Comments noted for record and docketed. Closed.

Arizona Corporation Commission

DOCKETED

JUL 31 2017

DOCKETED BY

GB

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
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